

**SYSTEM, METHOD, AND COMPUTER-READABLE MEDIUM
FOR ENABLING BOTH HEARING AND HEARING-
IMPAIRED CALLERS TO ACCESS A RESOURCE**

Automated system, method, and computer-readable medium for enabling at least one given caller, who may be either a hearing caller or a hearing-impaired caller, to access functionality associated with at least one resource, such as via a telephone number made available to both hearing callers and hearing-impaired callers. The automated systems can comprise at least one computer-based subsystem adapted at least to receive a call from the given caller; issue at least a first a prompt in a first format that requests at least a first response; receive a response after issuing the prompt and the at least further prompt; and route the call so as to provide the given caller access to the at least one resource depending on an analysis of the response. The system can include platforms (specialized or standard) for handling transactions with either the hearing caller or the hearing-impaired caller. Methods and computer-readable media for executing these methods are also disclosed.